



September 24, 2010

**Ex Parte**

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Room TW-A325  
Washington, D.C. 20554

Re: In the Matter of Comment Sought on Measures Designed to Assist U.S. Wireless Consumers to Avoid "Bill Shock," CG Docket 09-158

Dear Ms. Dortch,

This letter is to advise you, in accordance with Section 1.1206(b) of the Commission's rules, that on September 15, 2010, John Breyault and Sally Greenberg of the National Consumers League (NCL) and NCL Board member Debra Berlyn met with Joel Gurin, Mark Stone and Rachel Kazan of the Consumer and Governmental Affairs Bureau. We discussed issues pertaining to the Commission's open proceeding on "Bill Shock." We expressed NCL's position that the Commission should adopt notification and shut-off regulations similar to the ones instituted in the European Union. We noted that this was necessary due to the inadequacies of the current system of usage management and notification by U.S. wireless carriers to prevent "bill shock," as detailed in our previous filings in this matter.<sup>1 2</sup> We also discussed the issue of cramming on wireless phones and the possibility of increased consumer vulnerability to cramming as consumers shift to paperless bills and automatic bill pay. We also discussed the issue of early termination fees (ETFs) and whether there should be better industry transparency with regards to exceptional circumstances such as the death of a spouse or unemployment that would allow consumers to exit a contract without incurring an ETF. Finally, we discussed the need for more

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<sup>1</sup> See generally Comments of Consumer Action and the National Consumers League, CG Docket 09-158 (filed July 6, 2010).

<sup>2</sup> See generally Reply Comments of Consumer Action and the National Consumers League, CG Docket 09-158 (filed July 20, 2010).

pilot projects to make affordable broadband-enabled wireless devices and wireless broadband service available to low-income and moderate-income consumers.

Sincerely,

*/s/ John Breyault*

John Breyault

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National Consumers League

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